



COMMUNITIES COMMITTEE

CULTURE AND SPORT SUB-COMMITTEE

THURSDAY, 12 SEPTEMBER, 2019, at 1.30 P.M.

Your attendance is requested at a meeting of the CULTURE AND SPORT SUB-COMMITTEE, to be held in COMMITTEE ROOM 1, WOODHILL HOUSE, ABERDEEN, on THURSDAY, 12 SEPTEMBER, 2019 at 1.30 P.M.

4 September, 2019

Director of Business Services

To: Mr David Cook (Chair), Mr James Knowles, Ms Kim Penman, and Mr Clark Sutherland.

Councillors A Simpson (Vice Chair), L Berry, A Forsyth, and C Pike.

<p>Contact Person:- Niall David Tel: 01467 538939 email: niall.david@aberdeenshire.gov.uk</p>
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B U S I N E S S

1. Sederunt and Declaration of Members' Interests.

2. Resolutions:

(a) Statement on Equalities.

Consider, and if so decided, adopt the following:- "In line with its legal duty under section 149 of the Equality Act 2010, the Council, in making decisions on the attached reports, shall have due regard to the need to:-

- (i) eliminate discrimination, harassment and victimisation;
- (ii) advance equality of opportunity between those who share a protected characteristic and persons who do not share it; and
- (iii) foster good relations between those who share a protected characteristic and persons who do not share it."

(b) Exempt Information.

Consider and, if so decided, adopt the following resolution:-

That under Sections 50A (4) and (5) of the Local Government (Scotland) Act 1973, as amended, the public and media representatives be excluded from the meeting for Items 9, 10 and 11 of the business on account of the likely disclosure of exempt information of the classes described in the relevant Paragraphs of Part 1 of Schedule 7A of the Act.

3. Minute of Meeting of 30 May, 2019. **(Pages 5-7)**

4. Fraserburgh Film Presentation. (10 mins)

5. Ski Centres Presentation. (30 mins)

6. Provision of Fitness Equipment. (10 mins) **(Pages 8-10)**

7. Promoting Physically Active Lifestyle in the Workforce. (10 mins)
(Pages 11-12)

8. Performance Report 2019/20. (20 mins) **(Pages 13-24)**

ITEMS WHICH THE COMMITTEE MAY WISH TO CONSIDER WITH THE PRESS AND PUBLIC EXCLUDED

9. Grant Funding. (20 mins) **(Pages 25-27)**
(EXEMPT under paragraph 4)

10. Facilities Refurbishment. (20 mins) **(EXEMPT under paragraph 8)**
(TO FOLLOW)

11. Developing our Future Library Service. (10 mins) **(Pages 28-31)**
(EXEMPT under paragraph 11)

DESCRIPTIONS OF EXEMPT INFORMATION

- Paragraph 4** **Recipient of Financial Assistance** - Information relating to applicants for, or recipients of, financial assistance from the Council.
- Paragraph 8** **Estimated Expenditure on Contracts** - Expenditure to be incurred by the Council under a contract for acquisition of property or supply of goods or services.
- Paragraph 11** **Labour Relations** - Information relating to any consultations or negotiations, or contemplated consultations or negotiations, in connection with any labour relations matter arising between the authority or a Minister of the Crown and employees of, or office-holders under, the authority.

PUBLIC SECTOR EQUALITY DUTY – GUIDANCE FOR SUB-COMMITTEE MEMBERS

What is the duty?

In making decisions on the attached reports, members are reminded of their legal duty under section 149 of the Equality Act 2010 to have due regard to the need to:-

- (i) eliminate discrimination, harassment and victimisation;
- (ii) advance equality of opportunity between those who share a protected characteristic and persons who do not share it; and
- (iii) foster good relations between those who share a protected characteristic and persons who do not share it.

The “protected characteristics” under the legislation are: age; disability; gender reassignment; pregnancy and maternity; race; religion or belief; sex; sexual orientation; and (in relation to point (i) above only) marriage and civil partnership.

How can members discharge the duty?

To ‘have due regard’ means that in making decisions, members must consciously consider the need to do the three things set out above. This requires a conscious approach and state of mind. The duty must influence the final decision.

However, it is not a duty to achieve a particular result (e.g. to eliminate unlawful racial discrimination or to promote good relations between persons of different racial groups). It is a duty to have due regard to the need to achieve these goals.

How much regard is ‘due’ will depend upon the circumstances and in particular on the relevance of the needs to the decision in question. The greater the relevance and potential impact that a decision may have on people with protected characteristics, the higher the regard required by the duty.

What does this mean for Sub-Committee/Committee/Full Council decisions?

Members are directed to the section in reports headed ‘Equalities, Staffing and Financial Implications’. This will indicate whether or not an Equality Impact Assessment (EIA) has been carried out as part of the development of the proposals and, if so, what the outcome of that assessment is.

An EIA will be appended to a report where it is likely that the action recommended in the report could have a differential impact (either positive or negative) upon people from different protected groups. The report author will have assessed whether or not an EIA is required. If one is not required, the report author will explain why that is.

Where an EIA is provided, members should consider its contents and take those into account when reaching their decision. Members should also be satisfied that the assessment is sufficiently robust and that they have enough of an understanding of the issues to be able to discharge their legal duty satisfactorily.

For more detailed guidance please refer to the following link:-
http://www.equalityhumanrights.com/uploaded_files/EqualityAct/psed_technical_guidance_scotland.doc

ABERDEENSHIRE COUNCIL

COMMUNITIES COMMITTEE

CULTURE AND SPORTS SUB-COMMITTEE

WOODHILL HOUSE, ABERDEEN, 30 MAY, 2019

Present: Mr D Cook, (Chair); Councillor A Simpson (Vice-Chair); Councillor L Berry; Councillor A Forsyth; Mr J Knowles and Ms K Penman.

Apologies: Councillor C Pike and Mr C Sutherland.

Officers: Director of Business Services; Head of Lifelong Learning & Leisure; Head of Finance; Service Manager Life Long Leisure and Learning; Principal Solicitor (Governance); and Senior Committee Officer.

In Attendance: Active Schools Manager and Active Schools Co-ordinator.

1. SEDERUNT AND DECLARATION OF MEMBERS' INTERESTS

The Chair asked if members had any interests to declare. No interests were declared.

2. RESOLUTIONS

A. STATEMENT ON EQUALITIES

In making decisions on the following items of business, the Sub-Committee **agreed**, in terms of Section 149 of the Equality Act, 2010:-

- (1) to have due regard to the need to:-
 - (a) eliminate discrimination, harassment and victimisation;
 - (b) advance equality of opportunity between those who share a protected characteristic and persons who do not share it; and
 - (c) foster good relations between those who share a protected characteristic and persons who do not share it; and
- (2) where an Equality Impact Assessment was provided, to consider its contents and take those into account when reaching a decision.

B. EXEMPT INFORMATION

The Sub-Committee **agreed**, that under Section 50A (4) and (5) of the Local Government (Scotland) Act 1973, as amended, the public and media representatives be excluded from the Meeting for Items 6 and 7 of the business on the grounds that they involved the likely disclosure of exempt information of the classes described in the Paragraphs 8 and 11 of Part 1 of Schedule 7A of the Act.

3. MINUTE OF PREVIOUS MEETING

There had been circulated and was **approved** as a correct record, the Minute of Meeting of the Sub-Committee of 18 April, 2019.

4. LIVE LIFE ABERDEENSHIRE – PERFORMANCE REPORT 2028/19

With reference to the Minute of Meeting of the Communities Committee of 21 February, 2019 (Item 10), there was circulated a report dated 9 May, 2019, by the Director of Education and Children's Services which presented the 2018/19 annual performance report which provided a full year's information on the newly agreed framework measurements, together with comparison data for the preceding three years.

The Sub-Committee **agreed** to:-

- (1) acknowledge the performance measurements for the 2018/19 year; and
- (2) acknowledge the fourth quarter performance measurements (January to March 2019) and the key messages detailed within Section 2.3 of the report.

5. ACTIVE SCHOOLS – CELEBRATING SUCCESS

There was circulated a report dated 10 May, 2019, by the Director of Education and Children's Services on the Active Schools Aberdeenshire Programme.

The report reminded members that Aberdeenshire Council had introduced the Active Schools Programme in 2005. The programme aimed to support people in leading longer and healthier lives by encouraging young people to take part in sport and physical activity sessions, developing leadership skills and supporting a healthier lifestyle.

The Active Schools Manager and the Active Schools Co-ordinator were joined by two Banchory Academy pupils in making a presentation to the Sub-Committee on the Active Schools Programme. There followed a question and answer session, after which the Chair, on behalf of the Sub-Committee, thanked those who had made the informative presentation.

Thereafter, the Sub-Committee **agreed**:-

- (1) to acknowledge the achievements of the Active Schools Aberdeenshire Programme, as detailed within the report and appendix; and
- (2) that the Council enters a four year partnership agreement with SportScotland, which supports the continuation of the Active Schools Programme, in accordance with the revenue budget for 2019/20, which was approved on 14 February, 2019, and subject to the Council's budget decisions; and
- (3) that in the future officers adjust the timeline for approval of the agreement to ensure that consideration of approval takes place in advance of the end of the existing agreement.

6. LIVE LIFE ABERDEENSHIRE PROCUREMENT

There was circulated a report dated 9 May, 2019, by the Director of Education and Children's Services on the Live Life Aberdeenshire Procurement.

The report explained that there were no contracts that required to be placed this year and therefore there was no requirement for an annual work plan for financial year 2019/20. However officers wished to draw attention to specific items that would be submitted to the relevant Area Committee, seeking approval of expenditure over the £50k threshold. These were detailed in appendices to the report.

The Sub-Committee **agreed** to:-

- (1) acknowledge the specific item submitted for approval to the Banff and Buchan Area Committee on 18 June, 2019, as detailed in Appendix 1 to the report; and
- (2) acknowledge the service-wide approved items on work plans previously agreed for financial years 2017/18 and 2018/19, as detailed in Appendix 2 to the report.

7. PROMOTING LOCAL MANAGEMENT

With reference to the Minute of Meeting of the Sub-Committee of 18 April, 2019 (Item 5), there was circulated a report dated 10 May, 2019, by the Director of Education and Children's Services on promoting local management.

The report reminded members that at the meeting of the Sub-Committee on 18 April, 2019 consideration was given to the empowerment of local managers to lead a process of reviewing the amount of public opening hours in pools and centres. In addition, the Communities Committee had agreed a Statement of Ambition which highlighted the benefits of genuine empowerment of local managers, with local budget responsibilities and flexibility.

The report went on to outline subsequent developments and the preparation of a Communications Plan.

Thereafter, the Sub-Committee **agreed**:-

- (1) to acknowledge the approach to support local managers to meet financial targets through enhanced trading, and to manage services locally in response to customer demand and usage;
- (2) that the Communication Plan be produced by 21 June, 2019 and provided to members of the Sub-Committee; and
- (3) that this new approach be reviewed in five months.

MINTLAW LIBRARY PROVISION – BRIEFING PAPER

At the conclusion of the meeting a briefing paper on Mintlaw Library Provision was provided to Sub-Committee members. It was not discussed.

REPORT TO CULTURE & SPORT SUB COMMITTEE – 12 SEPTEMBER 2019

LIVE LIFE ABERDEENSHIRE – PROVISION OF FITNESS EQUIPMENT

1 Recommendation

The Committee is recommended to:

- 1.1 **Instruct the Head of Lifelong Learning and Leisure to undertake a more detailed appraisal of the costs and benefits of procuring fitness equipment through lease arrangements and bring a further report to this committee with the outcome of this appraisal and specific financial implications.**

2 Background / Discussion

- 2.1 The provision of Fitness Equipment (for example treadmills, exercise bikes and weight machines) is seen as a key component in terms of encouraging Live Life Aberdeenshire membership sales and promoting active and healthy lifestyles. Typical annual membership income is £1.5M per annum.
- 2.2 LLA facilities currently include 10 fitness rooms which range from small (less than 15 stations) facilities, for example Inverbervie, to medium size (approx. 30 stations), for example Fraserburgh Community and Sport Centre.
- 2.3 The current approach to the procurement of fitness equipment is to purchase equipment outright, either using revenue budgets; in some cases, developer obligations, or building ownership costs into capital budgets for new build facilities (e.g Banchory Sports Village). This approach is perceived to be cost effective in terms of capital cost but has the following perceived disadvantages:
 - No provision for the regular replacement of equipment, leading to the provision of ageing equipment in some facilities which does not always meet modern user expectations.
 - A proliferation of different types of equipment in different facilities – leading to the need for more than one safety induction for regular users.
 - Logistical challenges in terms of regular maintenance and establishment of agreements. This can lead to long repair times and subsequent customer dissatisfaction.
- 2.4 An LLA Project team has undertaken an initial options appraisal of alternative ways to procure new fitness gym equipment, considering potential impacts on capital cost, revenue cost and income. Options considered have been:
 - Continuing as is.
 - Continuing as is but planning to purchase new equipment at set timeframes.
 - Moving to lease arrangements (as opposed to ownership) of fitness equipment.

- 2.5 Initial findings were that there are a significant number of potential advantages to moving towards leasing equipment, albeit recognising that this would come at an increased revenue cost. These were:
- Improved ability to meet customer demand for modern equipment with increased functionality (in particular, the ability for equipment to communicate with personal ICT equipment e.g. smartphones, home PC's) enabling users to personalise fitness programmes.
 - Improved ability to promote the Live Life Aberdeenshire branding on equipment
 - Improved ability to standardise equipment facilitating an improved customer experience for those that use a range of sites.
 - Improved ability to minimise 'downtime' due to improved speed of repair or replacement of equipment
- 2.6 Having assessed the above, officers perceive an opportunity to increase customer usage and income through memberships and gym entry sales through a lease arrangement, which may in turn offset additional costs involved. An outcome of this would be an improved impact on the physical health of our residents and improved financial sustainability.
- 2.7 Officers have identified that there are a range of sub-options within the 'lease option', based around varying levels of equipment quality and speed of replacement of equipment. Consideration can also be given to the leasing of equipment used for exercise classes (for example spin bikes)
- 2.8 Moving from an initial options appraisal to a more detailed options appraisal and market testing would enable Live Life Aberdeenshire to:
- i) Identify the most appropriate form of lease arrangement for the Aberdeenshire market.
 - ii) Quantify the additional costs inherent with that option, additional income and risks inherent.
 - iii) Identify models of good practise and obtain practical guidance from other public bodies and fitness providers.
 - iv) Subsequently make a formal recommendation as to the future process for procurement of fitness equipment.
- 2.9 The Head of Finance and Monitoring Officer within Business Services have been consulted in the preparation of this report and their comments have been incorporated within this report and are satisfied that the report complies with the Scheme of Governance and relevant legislation.

3 Scheme of Governance

- 3.1 The Sub-Committee is able to consider and make a decision on this matter as Communities Committee has sub-delegated the delegations in Sections D.6 in Part 2A, List of Committee Powers in the Scheme of Governance which allows this committee through delegated authority to "to ensure the adequate provision, development and support of facilities for sporting and leisure activities. The sub delegation is detailed in the Terms of Reference for the Sub-Committee as agreed by Communities Committee on the 31 May 2018.

4 Implications and Risk

- 4.1 An equality impact assessment is not required at this stage as the report is requesting permission to move to a more detailed appraisal of fitness lease options. However, consideration of equality implications will be an inherent aspect of more detailed appraisal work should this report be agreed.
- 4.2 There are no staffing implications at this stage.
- 4.3 There are no financial implications implicit within this report. However, the initial options appraisal has identified the potential for increased costs (relating to lease payments) of between £60,000 and £110,000. This will then be offset by a reduction in annual service, replacement and maintenance costs of typically £30,000 as well as any increase in income as a result of an enhanced service. The more detailed options appraisal will identify the scope for additional income and any additional expenditure items.
- 4.4 There are no risks implicit with this report, but future work will identify the level of business risk with income projections as well as more formal corporate risks.

Laurence Findlay
Director of Education & Children's Services

Report prepared by Tim Stephen, Service Manager Facilities & Funding
Date 04/09/2019

REPORT TO CULTURE & SPORT SUB COMMITTEE – 12 SEPTEMBER 2019

PROMOTING PHYSICALLY ACTIVE LIFESTYLES IN THE WORKFORCE

1 Recommendation

The Committee is recommended to:

- 1.1 **Instruct the Head of Service for Lifelong Learning and Leisure to further investigate the feasibility and market for a fitness facility in Woodhill house.**

2 Background / Discussion

- 2.1 Aberdeenshire Council and Live Life Aberdeenshire receive regular feedback from its staff (typically through staff surveys) on the importance of encouraging and facilitating physical activity near to or during work. Recognised advantages of a physically active workforce are:

- Reduced stress levels,
- Improved physical health,
- Improved mental health (through improved sleep as an example),
- Reduced risk of major illnesses (e.g. type 2 diabetes)
- Improved general wellbeing

All of the above can improve both absence levels at work and increase productivity amongst staff.

- 2.2 Ongoing office rationalisation and the reducing need for records storage has created the opportunity for LLA to consider the supply of a fitness facility in Woodhill House, which would serve primarily staff based there (and visiting staff) and impact on their lives as detailed in 2.1.
- 2.3 Initial investigations have identified that a space in the basement of Woodhill house could be made suitable for a small facility (15 fitness station) together with the infrastructure required to safely monitor usage.
- 2.4 In the future, Woodhill House is expected to have desk stations for up to 1200 staff from a variety of companies, as well as regularly hosting a number of visitors, many of whom will already be members of LLA fitness facilities. Further investigations would highlight both the potential for positive health impact and for whether this would be sustainable based on potential visitor numbers and membership sales.
- 2.5 Initial discussions with the Culture and Sport Project board have highlighted that there are no significant obstacles that would preclude further feasibility work on this project (for example requirement for this space for storage or lease to other organisations).

- 2.6 It is proposed to continue investigations into the feasibility of such a service, specifically looking to ascertain staff benefits and the financial sustainability of such a project.
- 2.7 This feasibility will consider whether or not the project has the capacity to be self-financing, with a presumption that it must be to go ahead, and also ascertain whether Woodhill House is the optimum location for such an initiative.
- 2.8 The Head of Finance and Monitoring Officer within Business Services have been consulted in the preparation of this report and their comments have been incorporated within this report and are satisfied that the report complies with the Scheme of Governance and relevant legislation.

3 Scheme of Governance

- 3.1 The Sub-Committee is able to consider and make a decision on this matter as Communities Committee has sub-delegated the delegations in Sections D.6 in Part 2A, List of Committee Powers in the Scheme of Governance which allows this committee through delegated authority to “to ensure the adequate provision, development and support of facilities for sporting and leisure activities. The sub delegation is detailed in the Terms of Reference for the Sub-Committee as agreed by Communities Committee on the 31 May 2018.

4 Implications and Risk

- 4.1 An equality impact assessment is not required at this stage but may be required once further feasibility work has been carried out.
- 4.2 There are no staffing implications at this stage, though further work will identify staffing requirements as well as optimal hours of work.
- 4.3 There are no financial implications at this stage, though further work will investigate both the costs and benefits of a small facility.

Laurence Findlay
Director of Education & Children’s Services

Report prepared by Tim Stephen, Service Manager Facilities & Funding
Date 04/09/2019

REPORT TO CULTURE AND SPORT SUB COMMITTEE – 12 SEPTEMBER 2019

LIVE LIFE ABERDEENSHIRE – PERFORMANCE REPORT 2019/20 QUARTER 1

1 Recommendation

The Sub-Committee is recommended to:

- 1.1 Consider the quarter one performance measurements (March - June 2019) and note the key messages detailed in section 2.3 of this report.

2 Background / Discussion

- 2.1 The Communities Committee, at its meeting on 21 February 2019, agreed a suite of performance targets for 2019/20 and framework measurements for Live Life Aberdeenshire together with a mandate to take informal briefings on performance to area committees. This report was then subsequently noted at the Sub Committee at its meeting on 18 April 2019 and subsequently discussed in informal session.
- 2.2 Appendix 1 to this report is the 2019/20 quarter 1 (March – June 2019) performance report for Live Life Aberdeenshire. This period is the second quarter in the initial year of Life Live Aberdeenshire.
- 2.3 The Sub-Committee may wish to note the following as broad overview points:
 - Total participation / attendance during is the highest it has been in quarter 1 during the past 3 years.
 - Targeted participation is a new measure in this quarter. Live Life Aberdeenshire recorded 1142 participants. The majority of this work is through the partnership with Macmillan to provide support for people with cancer, and work with older people by the Libraries staff.
 - Total memberships for this quarter remain fairly steady and comparable with the previous three years. Library membership is at its highest when compared to the first quarter for the last 4 years, which is contrary to national trends. There is a reduction annually within this quarter when prices change, however the decision to review the increase for 19/20 has led to a significantly lower reduction of 1.6% than in previous three years.
 - Customer satisfaction is positive with 95.5% reporting they are satisfied with the Life Live Aberdeenshire services. This is a slight increase of the last quarter one period.
 - Volunteer hours were recorded as 6270 hours of volunteers input in quarter one. The volunteer input is recognised as a valuable asset.

- 2.4 2019/20 is the first full year of the operation of the new business unit and ambitious targets for 2019/20 have been set, recognising that this is the first year that officers and the Sub-Committee can fully focus on delivering strategic ambitions. This report on quarter 1 provides evidence that Live Life Aberdeenshire is on track to deliver these targets. While this is very positive, Live Life Aberdeenshire continues to use this data and feedback to plan for service improvements.
- 2.5 The Head of Finance and Monitoring Officer within Business Services have been consulted in the preparation of this report and their comments have been incorporated in this report and are satisfied that the report complies with the Scheme of Governance and relevant legislation.

3. Scheme of Governance

- 3.1 The Sub-Committee is able to consider and make a decision on this matter as Communities Committee has sub-delegated its powers (Section D.6 (6.3 – 6.7)) of the list of Committee Powers in part 2A of the Scheme of Governance, as these give that Committee a range of powers relating to the promotion and pricing of sport and cultural activities.

4 Implications and Risk

- 4.1 An equality impact assessment is not required because there is no change in policy or service delivery directly arising from this report.
- 4.2 There are no direct staffing or financial implications arising from this report. The Sub Committee may wish to note that any reductions in participation could have an adverse impact on income, as identified in a report relating to fees and charges considered at the Sub Committee meeting on March 6, 2019.
- 4.3 The following risks have been identified as relevant to this matter on a Corporate Level: Failure to identify the most effective ways of measuring delivery of culture and sport services may reduce the impact of the services

Laurence Findlay
Director of Education & Children's Services

Report prepared by: Claire Thomson, Service Manager (Business Development)
Date: 3 September 2019



Part of Aberdeenshire Council

Summary Performance Report
Quarter 1 2019/20

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Introduction

Welcome to the Culture and Sport & Physical Activity service performance report for the first quarter of 2019/20, covering the period April to June 2019.

The Live Life Aberdeenshire (LLA) Business Unit commenced operation in January 2019 and the time period of this report represents the second quarter where Culture and Sport has been delivered by LLA. The report focuses on data comparisons with previous quarter one data.

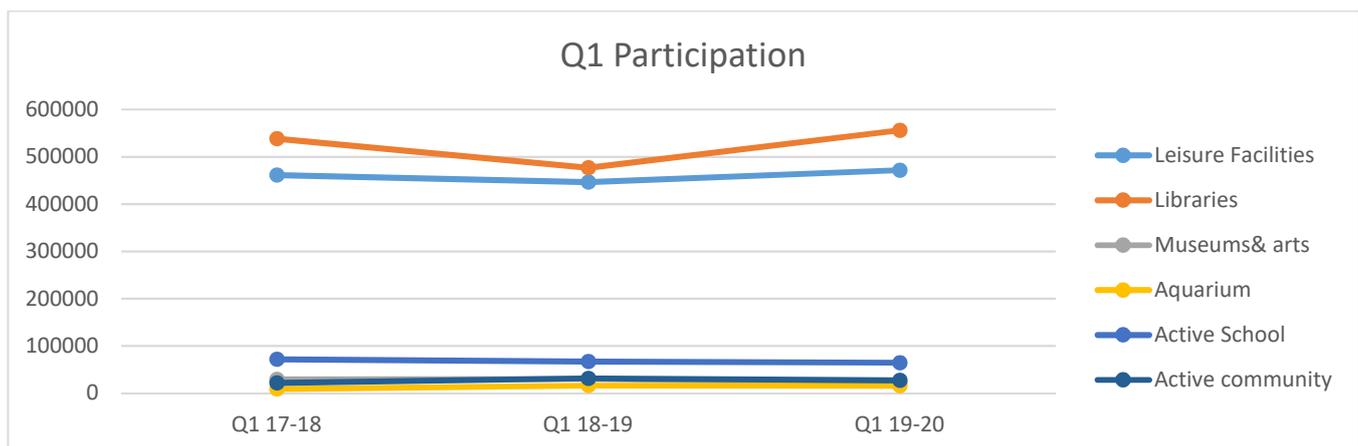


1. Participation

Live Life Aberdeenshire provides a wide variety of programmes that cater for a range of needs and interests within our communities and help us to deliver on our Culture and Sport Strategic outcomes. We measure participation as an indicator of patterns of use and trends. Local staff have programme specific detail that allows them to understand the uptake and make service improvements as required.

The total usage during quarter 1 is nearly 1.16M, across a wide variety of cultural and sporting activities – all of which will have had a positive impact on people’s health and wellbeing.

Measure	Culture and Sport Participation Levels
Definition	Total number of Participants with services across SPA and culture,
Criteria	Participant is counted as an individual who attends events, numbers of attendances to libraries, museums and the Aquarium, usage of Leisure facilities -wet and dry, individuals who are actively engaged with the arts service.



	Q1 17-18	Q1 18-19	Q1 19-20
Leisure	461163	446441	471801
Library	538680	477063	556252
Museum & Arts	29390	30152	22107
Aquarium	9140	16045	15980
Active School	71963	67111	64624
Active communities incl Macmillan Health	21802	31500	27297
Total	1132138	1068312	1158061

Summary

Total participation / attendance during is the highest it has been in quarter 1 during the past 3 years.

After a slight fall in 2018/19 when Huntly pool was closed for the whole quarter whilst undergoing refurbishment, Sport and Physical Activity attendances have increased again despite shorter closures this year at both Portlethen and Turriff pools.

Attendances in Q1 2019/20 are now 2.3% higher than in Q1 2017/18. Participation in the Learn to swim programme continues to increase as has use of Astro turf pitches and general purpose rooms in centres.

Library usage, has followed a similar trend with a fall in 2018/19 offset by an increase in the current year to be 3.3% higher than in 2017/18

Museums attendances have decreased usage this quarter, by 27% on 2018 (25% on 2017) largely due to reduced attendance at the Aberdeenshire farming museum relating to ongoing works in the Country park and changes which have temporarily reduced it's attraction.

The aquarium has remained steady (low attendances in 2017 were due to closure for refurbishment).

Active schools has shown a reduction over the last two years – a 10% drop on 2017 and 4% down on 2018. Active Communities though increasing 25% on 2017 dropped 13% against 2018. Active Schools numbers have been impacted by the effect of staffing movements on local programmes.

It should be noted that both sections are increasingly looking to focus their efforts in on targeted participation and empower the voluntary local organisations to take on the delivery of key services. In a number of cases activities or events previously delivered through these sections are now delivered by third sector or partner organisations and are not now included in these figures.

2. Targeted participation

Targeted participation is a new performance target which we are collecting on a quarterly basis from April 1, 2019. With strict definitions and criteria being applied valid comparisons against historical figures are not possible.

The strategies for 2018 -2028 have a greater focus on health and wellbeing outcomes that will be delivered through targeted activity as well as the wider offer. The following data is included as a baseline measure but will be developed over the coming year.

Measure	Targeted Participation Level
Definition	Number of participants who attend targeted programmes
Criteria	Targeted programmes defined as being for an identified group, facing health and wellbeing issues and working to improve their situation.

	Q1 19/20
Active Communities / Macmillan health	554
Library	588
Museum	0
Total	1142

Active Communities

Macmillan move more supports cancer patients to be more active Macmillan Move More programme - supporting cancer patients to be more active was started late 2017/18 increasing during 2018/19 and now active in all Council areas.

Macmillan have also started coordinating the Aberdeenshire Health walks which deliver health and wellbeing outcomes.

Libraries

The library service is working with groups addressing deafness, visual impairment, mental health and Alzheimer's.

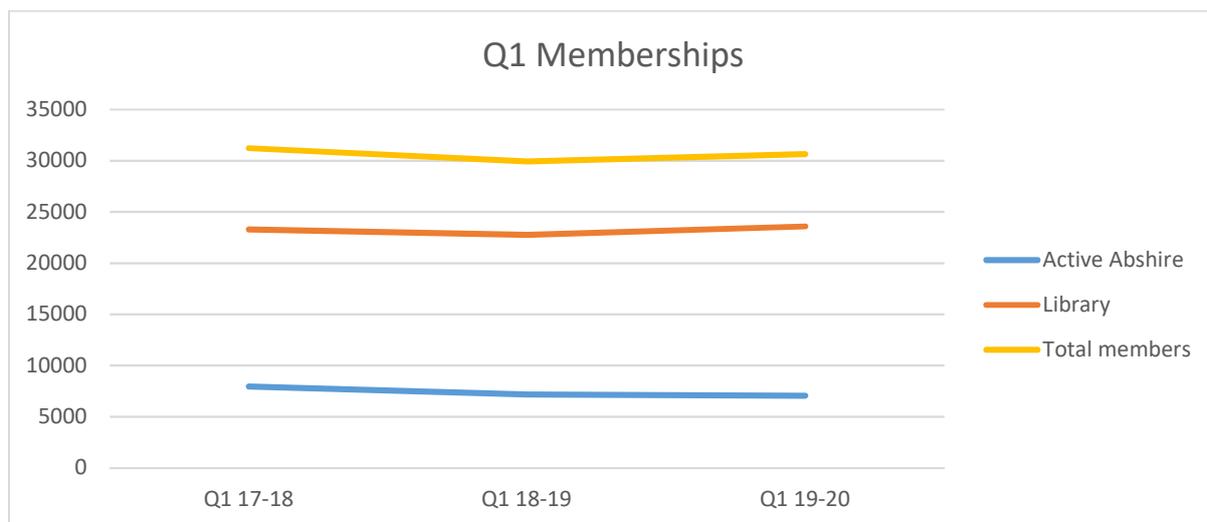
3. Memberships

Measure	Culture and Sport Membership Levels
Definition	Total number of members of services across SPA and Culture
Criteria	Member is defined as a person who has a valid membership for Active Aberdeenshire (Live Life Aberdeenshire), i.e. is currently paid up. Library membership is a membership which has been used within the last 3months.

The Culture and Sport & Physical Activity service currently have two membership schemes.

The Active Aberdeenshire membership has a fee structure, which enable Members to access the leisure facilities, covering most activities including swimming, gym, fitness classes and adult swimming lessons.

Library membership is free to all. The service encourages membership from an early age through positive partnership and initiatives with health visitors and nurseries. To qualify as a library member a user has to have been active in the preceding 3 months



	Q1 17-18	Q1 18-19	Q1 19-20
Active Ab'shire	7949	7174	7056
Library	23280	22763	23594
Total	31229	29937	30650

Summary

Total memberships this quarter remain fairly steady and comparable with the previous three years.

It should be noted that library membership is at its highest when compared to the first quarter for the last 4 years, which flies in the face of national trends.

Active Aberdeenshire membership declined by 10% from 1st quarter 2017 to 2018 following the 2nd year of significant price rises but recognition of this in the 2018 /19 and a reviewed pricing decision resulted in a much smaller drop of only 1.6% to 1st quarter 2019.

4. Satisfaction

The Culture and Sport & Physical Activity service started undertaking a dedicated internal survey of users in 2017/18.

For comparisons the table below shows combined satisfaction rates for the whole of LLA (Culture & Sports) in the 1st Quarter for the last 3 years.

Moving forward LLA will be reporting on “Excellence”, being those who report the highest level of satisfaction (level 6).

Measure	Customer Satisfaction levels
Definition	To determine the level of satisfaction customers experience when participating in services.
Criteria	To monitor customers experience of the following aspects of their visit Customer care from staff, cleanliness, resources available and their overall experience



	Internal survey		
	Q1 17-18	Q1 18-19	Q1 19-20
All Culture & Sport	95.8%	94.9%	95.9%

Summary

The overall LLA satisfaction rate has been consistently very good in Quarter 1 over the last 3 years showing that customer are very positive about the service.

The survey allows customer to comments on service deliver which impacts on their satisfaction level.

Staffing consistently scores highly across all parts of the service.

Areas where customers expressed some concern include -

Leisure

- Cleaning and maintenance of equipment & Buildings

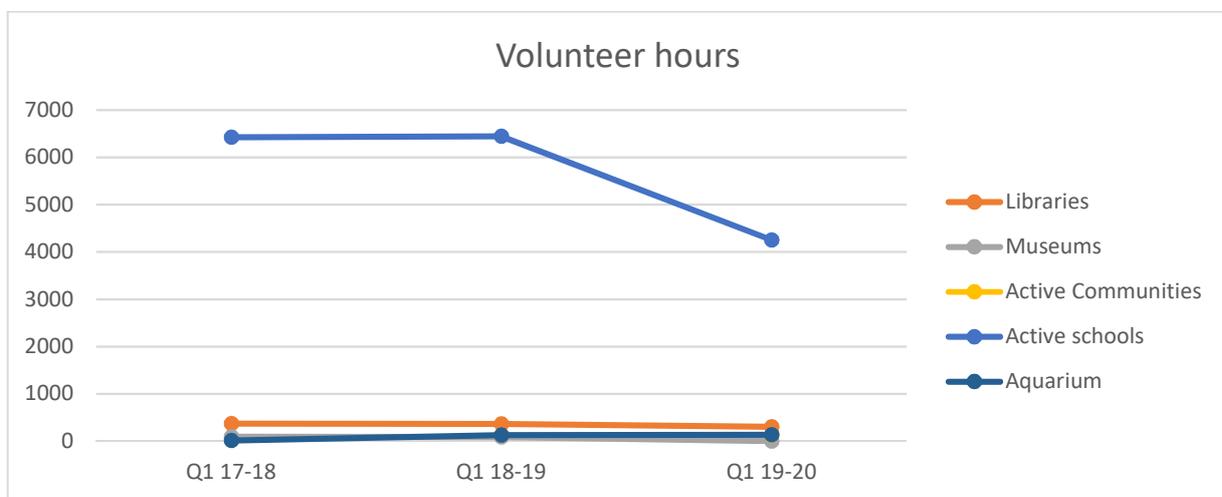
Libraries

- ICT issues, and a reduction in stock after library refurbishments

5. Volunteers Hours

The Culture and Sport & Physical Activity service encourage volunteering. Through this it can both deliver greater services in our communities and also give the volunteers new experiences to develop skills that can be used in other aspects of their lives. Volunteers contribute to Active schools (largest aspect), libraries, museums and aquarium.

Measure	Volunteer Hours
Definition	The number of volunteer hours the service as a whole has provided / benefitted from.
Criteria	The definition of a volunteer, is that defined in the HR & OD Volunteer Procedure, this must be followed where volunteers are utilised. Volunteer hours can only be included for those who have followed the Volunteer procedure.



	Q1 17-18	Q1 18-19	Q1 19-20
Library	374	365	307
Museum & Arts	96	86	0
Aquarium	16	128	135
Active School	6426	6444	4254
Active communities incl Macmillan Health			129
Total	6912	7203	4696

Summary

The service benefits from an average of about 6270 hours of volunteers input each quarter 1 with this predominantly being from Active schools.

The fall in volunteer hours is noted. In part this is due to the impact of staff movements on Active School programmes and the criteria for recording volunteer has tightened since the start of 2019/20 to tie in with the HR volunteer policy and procedure.

A number of the people previously classed as volunteers are still delivering in the community but on behalf of independent clubs rather than directly on active schools programmes.